

1999 Biennial Review Business Line Summary by OSD/PSA

OSD/PSA - Business Line	Overall Satisfaction Score	Satisfaction with Business Line	Responsiveness to Customers	Satisfaction with Specific Products and Services	Coordination with Customers	Number of Surveys
Under Secretary of Defense (Policy)						
DSCA - Development and implementation of security assistance programs	40%	36%	44%	41%	38%	48
DSCA - Supervision and performance of accounting and reporting functions for security	29%	23%	33%	28%	30%	30
DSCA - Support to development of security assistance policy	31%	26%	36%	27%	33%	47
DPMO - Policy development	79%	67%	83%	71%	94%	18
Under Secretary of Defense (Personnel & Readiness)						
DeCA - Management of worldwide commissary system	91%	100%	100%	82%	82%	11
DoDEA - Educational programs for DoD dependents (Kindergarten - Grade 12)	82%	81%	81%	83%	82%	113
DHRA - CPMS - EEO complaint investigations	85%	83%	86%	89%	80%	170
DHRA - CPMS - Field advisory services	86%	88%	86%	85%	84%	116
DHRA - CPMS - Injury and unemployment compensation	85%	84%	83%	84%	90%	102
DHRA - DMDC - Collect and maintain data archive to support information requirements of OUSD (P	90%	90%	87%	92%	90%	72
TMA - Integration of the managed care and direct care systems providing medical care to MHS	52%	52%	58%	37%	59%	45
Under Secretary of Defense (Comptroller)						
DFAS - Financial and accounting services	59%	52%	65%	56%	64%	96
DCAA - Contract audit services	93%	93%	94%	93%	90%	135